



Recalls, Refusals and the Future of Unemployment



Educating the marketplace, one client at a time.

www.utcainc.com

5/28/2020

All content herein, including but not limited to all written materials, documents, graphs, slides, analysis, projections and handouts is considered both confidential and proprietary in nature. All such material is for the sole purpose of this meeting only, intended exclusively for specific identified recipients and may not be produced, reproduced, copied, faxed, scanned, photographed, emailed, sold, delivered, disseminated and/or distributed in any manner without the express written consent of UTCA, Inc. Any misuse and/or misappropriation of said information will be subject to prosecution to the full extent of the law both criminally and civilly.

Who is UTCA?

- 30 years as the industry leader in unemployment cost management
- Full Service Third Party Agent (TPA) representing employers of all sizes and industries.

Presenter



Meghan Avery

SVP



Current CT State (of Emergency)

- Per CT DOL, 544K in CT UI claims filed since mid-March
 - Acknowledged only 507k processed, many still unpaid
 - Commissioner states 4 yrs. volume
 - State unemployment rate to be around 17.5% as of mid-April
- Operational Overload
 - CT/ DOL massively understaffed
 - Legacy operating system



CARES Act

- Enacted 3/27/2020
- **Federal Pandemic Unemployment Compensation (FPUC)**
 - \$600 UI payment “boost” universal rate
 - From 3/29/20 to 7/31/20
- **Pandemic Emergency Unemployment Compensation (PEUC)**
 - 13 weeks of federally extended benefits
 - For those who have exhausted their state UC benefits
- **Pandemic Unemployment Assistance (PUA)**
 - 39 weeks of UI benefits for traditionally ineligible applicants
 - Backdated payments due 2/2/20 through 12/26/20
 - \$198 to \$649 per week plus FPUC

The Bills Behind The Bill



- PUA, FPUC and PEUC are to be paid via federal funding
- Contributory (rated) employers relieved of Covid-19 related state UC charges (26 weeks)
- Rated quarterly statements (UC-54Q) already 2 quarters behind

STATE OF CONNECTICUT
LABOR DEPARTMENT
EMPLOYMENT SECURITY DIVISION
UNEMPLOYMENT COMPENSATION DEPARTMENT
200 FOLLY BROOK BOULEVARD
WETHERSFIELD, CONNECTICUT 06109

PAGE 1
DATE MAILED
02/21/2020

** MERIT RATING UNIT TEL. (860) 263-6705 FAX. (860) 263-6723 **
** THIS UNIT MUST BE NOTIFIED OF ERRORS WITHIN 60 DAYS OF MAILING **
** STATEMENT OF EXPERIENCE CHARGES FOR THE QUARTER ENDING 09/30/2019 **
** THIS IS NOT A BILL ** UC-54 QUARTERLY ** THIS IS NOT A BILL **

RECEIVED FEB 24 2020

SOC. SEC. NO.	CLAIMANT NAME	
042-XX-XXXX		
WKS	WEEK-ENDING	AMT-CHRG
1	06/29/2019	\$230.00
1	07/06/2019	\$230.00
1	07/13/2019	\$230.00
1	07/20/2019	\$230.00
1	07/27/2019	\$230.00
1	08/03/2019	\$230.00
1	08/10/2019	\$230.00
1	08/17/2019	\$230.00
1	08/24/2019	\$230.00
1	08/31/2019	\$230.00
1	09/07/2019	\$230.00
1	09/14/2019	\$230.00
1	09/21/2019	\$230.00
1	09/28/2019	\$230.00
SUB-TOTAL		\$3,220.00*
047-XX-XXXX		
WKS	WEEK-ENDING	AMT-CHRG
1	07/20/2019	\$40.00
1	07/27/2019	\$40.00
1	08/03/2019	\$40.00
1	08/10/2019	\$40.00
1	08/17/2019	\$40.00
SUB-TOTAL		\$200.00*



Partial Relief

- Non-Profit Reimbursable
 - CT 50% retroactive reimbursement of state UI payments, for timely payments
 - Cares Act :“Maximum flexibility” in payment terms, currently received reimbursable bills in CT through February 2020, March bill likely in June
- Tax paying conversion not possible mid-year

Recall Strategy

- Recalls
 - Codified, uniform and repeatable process
 - Devil in the detail
 - Refusals and Non-Response



Right of Refusal?

- Claimant refusal "fraud and auditing" – state decisions
 - Disincentivized by benefits
 - Good Cause – differs state by state, case by case
 - Ct has not issued clear guidance as it relates to Covid-19
 - Existing Fraud Hotline and [Benefit Payment Control Unit Online Form](#)

- Samples
 - RI has defined policy and fraud auditing [process](#)
 - MA new [regulation](#), and dedicated reporting via email
 - [Texas](#) defines quarantine days and high risk

Sample Refusal Log

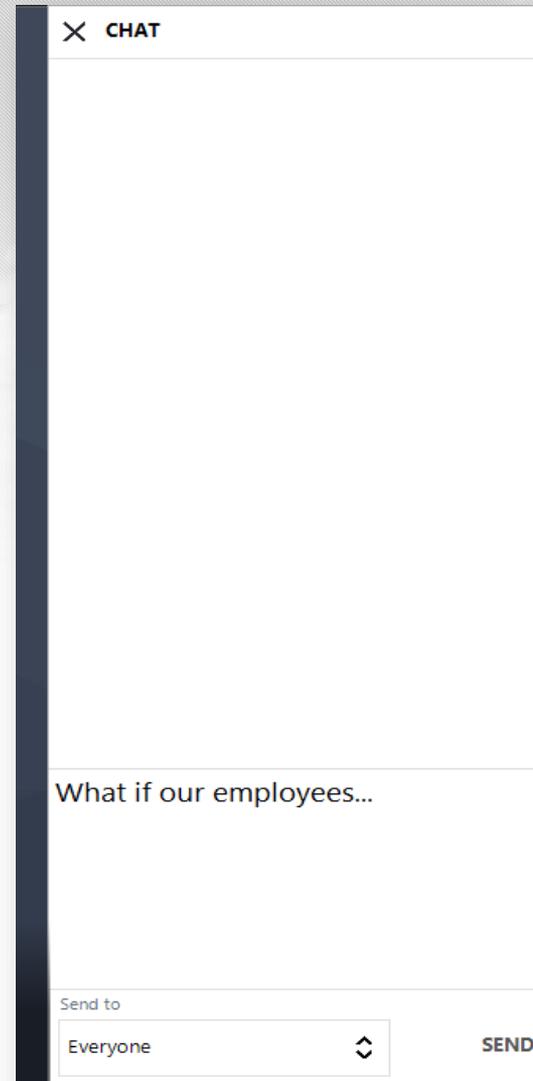
- Sample guidance for refusal details per Massachusetts DUA:
 - Date the work would start
 - Full-time / part-time
 - Rate of pay
 - Type of work performed
 - Reason for employee's refusal (if given)
 - Is the employee being recalled to the same type of work previously performed? If not, describe the former working conditions.
 - Method the job offer was communicated to the employee

Watchful Eye

- Auditing and charge error implications
 - BCS scanning critical
 - Time-sensitive
 - Bolster with pre-submitted refusal protests if possible
- Scams
 - Claimants being exploited – may have slipped through initial claims process
 - Identity theft

The Floor is Yours

**Pose your Questions
Using The Chat Box!**



X CHAT

What if our employees...

Send to
Everyone 

SEND



Still Have Questions or Ideas?

We're Here for You!

Contact :

Evan Murphy

emurphy@utcainc.com

